## **Building Services General**

Date Revd	Permit Number	Counter Service	Bldg Plan Review	Permitting	<b>Building Services General Comments:</b>
1/7/2010	BD2009-4789	5	5	5	Great Service as always! The girls in the office are always helpful and polite.
1/15/2010	BD20092010	5	5	5	Ladies were helpful and courteous.
1/29/2010	BD2010-0508	5			
1/29/2010		5	5	5	Kelly, great to come to department - Allways quick and smiling
1/29/2010		5			Excellent says it all!
1/29/2010		5	5	1	Jim Shady needs to be replaced.
1/29/2010		5	5	5	Always a pleasure
1/29/2010	BD2009-5007	5	5	5	
1/29/2010	BD2009-4924	5	5	5	
-	<b>Fotal Permits</b> 5				

Average Counter Service 5
Average Bldg Plan Review 5

Average Permitting Process 4.4

5=Excellent 4=Good 3=Expected 2=Fair 1=Poor

# Inspections 2 Survey Results By Date Range

Date Revd 1/29/2010	Permit Number Bl2010-0064	Mechanical	Electrical 5	Plumbing	Building	General	Comments: Martha shows her experience
1/29/2010	BDR2010-0033					5	
1/29/2010			5				1/21/10 - 2 ladics at counter at 4:20 were very helpful. It was a pleasure.
1/29/2010		4	4	5	5	5	The people were nice.
1/29/2010	BD2009-5007	5	5	5	5	5	
1/29/2010	EL2009-1185	5	5	5	5	5	Lee & kelly - both very helpful. Thanks, James Lenhart.
1/29/2010	2007-6410	5	5	5	5	5	Inspectors very helpful. Jim has walked me thru your process.
Total P	ermits 5						
Average M	echanical 4.8						

Average Mechanical 4.8

Average Electrical 4.8

Average Plumbing 5 4=Good 3=Expected
Average Building 5 2=Fair 1=Poor

Average General 5

### Planning/Zoning/Development Review

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	r/L/D Comments.	
1/29/2010		5			Miss Martha is the best.	
Total Per	rmits 1					

Average Customer Service 5 4=Good
Average Zoning/Planning Review 3=Expected
2=Fair
Average Development Review 1=Poor

### Parks and Recreation by Date Range

Date Revd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P & R Comments:
1/25/2010	Lake Pan Recreation	5	5	5	5	Excellent facility - Public work employees are dedicated and hardworking. They keep the park in top condition.
1/25/2010	Lake Pan Recreation	5	5	5	5	We love this park. Love to walk the trail around for exercise. We use the rest rooms and appreciate the cleanliness and accessability.
1/29/2010	Shady Brook	5	5	5	5	
1/29/2010	Croom-A-Coochee	5	5	5	5	Need a water fountain
1/29/2010	Croom-A-Coochee	5	5	5	5	Awesome Park
1/29/2010	Roy "Bug" Story	4	4	4	4	Park is well taken care of
Total :	Surveys 6					
Average In	nitial Contact	4.8	5=Excellent 4=Good			
	ustomer Service	4.8	3=Expected			
Average Scheduling		4.8	2=Fair 1=Poor			
Average Setup/Cleanliness		4.8				

### Animal Control Adoption

1/19/2010 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Date Rcvd Comments	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10#	‡1 I	#12	Adopt Dog	Explain	Adopt Cat	Explain	Adoption
Average Question 1 Average Question 2 Average Question 5 Average Question 6 Average Question 6 Average Question 7 Average Question 8 Average Question 8 Average Question 9 Average Question 9 Average Question 1 Average Question 1 Average Question 3 Average Question 3 Average Question 4 Average Question 5 Average Question 6 Average Question 7 Average Question 7 Average Question 7 Average Question 8 Average Question 8 Average Question 9 Average Question 10 Average Question 11 Average Question 11 Average Question 11 Average Question 11 Average Question 12 Average Question 12 Average Question 11 Average Question 12 Average Question 12 Average Question 11 Avera	1/13/2010	5	5	5	5	5	5	5	5	5	5	5	5				wonderful1 He my daughter, and she does to bed without he will sleep v	e loves they play s not go t him and
Total Surveys 3  Rating  5=Outstanding 4≈Good 3=Satisfactory  Average Question 1 4.7 Average Question 2 4.7 Average Question 3 4.7 Average Question 4 4.7 Average Question 5 5  1. Animal Control (AC) staff treated me with respect and courtesy. 2. AC staff thoroughly explained the adoption process.  Average Question 6 3.7 Average Question 7 4.7  Average Question 7 4.7  Average Question 8 4.7 Average Question 8 4.7 Average Question 9 4.7  Average Question 9 4.7  Average Question 10 3.7  Average Question 11 3.7  Average Question 12 4.7  Average Question 12 4.7	1/14/2010	4	4	4	4	5	1	4	4	4	1	1	4			Easy to care for	after adoption said our cat h worms and ha long time. Sh told us our chealthe andha shots. I was u cried for days thought if I was shelter I was	. Vet ad heart ad them a lelter staff at was ad all his lpset. I . I
5=Outstanding 4=Good 3=Satisfactory  Average Question 1	1/19/2010	5	5	5	5	5	5	5	5	5	5	5	5				Princess and	she is a
Average Question 1 4.7 2=Improvement Needed  Average Question 2 4.7 1=Unsatisfactory  Average Question 3 4.7  Average Question 4 4.7 Questions  Average Question 5 5 1. Animal Control (AC) staff treated me with respect and courtesy.  2. AC staff thoroughly explained the adoption process.  Average Question 6 3.7 3. The adoption process was easy and affordable.  Average Question 7 4.7 4.1 was asked appropriate questions to aid in securing an adoption.  5. I did not wait long to adopt a pet from the shelter.  Average Question 8 4.7 6. I received the known history of the animal 1 adopted.  Average Question 9 4.7 7. AC staff responded promptly to my questions, phone calls and other contacts.  8. Oral instructions from AC staff were clear and easily understood.  Average Question 10 3.7 9. Written materials provided by AC staff were clear and easily understood.  Average Question 11 3.7 10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.	Total Su	rvey	ys		3						4	5=O 4≈G	utsta ood	-				
Average Question 2 4.7  Average Question 3 4.7  Average Question 4 4.7  Average Question 5 5  Average Question 6 3.7  Average Question 7 4.7  Average Question 8 4.7  Average Question 9 4.7  Average Question 9 4.7  Average Question 10 3.7  Average Question 10 3.7  Average Question 11 3.7  Average Question 12 4.7	Average	Que	estio	n 1	4.7	,												
Average Question 4 4.7  Average Question 5 5 1. Animal Control (AC) staff treated me with respect and courtesy.  2. AC staff thoroughly explained the adoption process.  Average Question 6 3.7 3. The adoption process was easy and affordable.  Average Question 7 4.7 4. I was asked appropriate questions to aid in securing an adoption.  5. I did not wait long to adopt a pet from the shelter.  Average Question 8 4.7 6. I received the known history of the animal I adopted.  Average Question 9 4.7 7. AC staff responded promptly to my questions, phone calls and other contacts.  8. Oral instructions from AC staff were clear and easily understood.  Average Question 10 3.7 9. Written materials provided by AC staff were clear and easily understood.  Average Question 11 3.7 10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.					4.7	7						l≕U	nsati	factory				
Average Question 5 5 1. Animal Control (AC) staff treated me with respect and courtesy.  2. AC staff thoroughly explained the adoption process.  3. The adoption process was easy and affordable.  4.7 4. I was asked appropriate questions to aid in securing an adoption.  5. I did not wait long to adopt a pet from the shelter.  4.7 6. I received the known history of the animal I adopted.  4.7 7. AC staff responded promptly to my questions, phone calls and other contacts.  8. Oral instructions from AC staff were clear and easily understood.  4.8 Average Question 10 3.7 9. Written materials provided by AC staff were clear and easily understood.  4.9 Written materials provided by AC staff were clear and easily understood.  10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.	-,	-																
Average Question 6 Average Question 7 Average Question 7 Average Question 8 Average Question 9 Average Question 9 Average Question 10 Average Question 10 Average Question 11 Average Question 11 Average Question 12 Average Question 12 Average Question 12 Average Question 12 Average Question 13 Average Question 14 Average Question 15 Average Question 16 Average Question 17 Average Question 17 Average Question 18 Average Question 19 Average Question 19 Average Question 10 Average Question 10 Average Question 11 Average Question 12 Average Question 12 Average Question 13 Average Question 14 Average Question 15 Average Question 15 Average Question 16 Average Question 17 Average Question 18 Average Question 18 Average Question 19 Average Ques						7						****			•.•			
Average Question 6 Average Question 7 Average Question 8 Average Question 9 Average Question 9 Average Question 10 Average Question 10 Average Question 11 Average Question 11 Average Question 12 Average Question 12 Average Question 12 Average Question 12 Average Question 11 Average Question 12 Average Question 12 Average Question 13 Average Question 14 Average Question 15 Average Question 16 Average Question 17 Average Question 17 Average Question 18 Average Question 19 Average Que	Average	Que	estio	n 5	5													
Average Question 7  Average Question 8  Average Question 9  Average Question 9  Average Question 10  Average Question 11  Average Question 11  Average Question 11  Average Question 12  Average Question 12  Average Question 11  Average Question 12  Average Question 12  Average Question 13  Average Question 14  Average Question 15  Average Question 16  Average Question 17  Average Question 17  Average Question 18  Average Question 19  Average Quest	Average	One	estio	n 6	3.7	7												
Average Question 8  Average Question 9  Average Question 10  Average Question 11  Average Question 11  Average Question 12  Average Question 13  Average Question 13  Average Question 14  Average Question 15  Average Question 15  Average Question 16  Average Question 17  Average Question 18  Average Question 19  Average Que												4. I	was a	sked appropriate questions	to aid in secur			
Average Question 9  Average Question 10  Average Question 11  Average Question 11  Average Question 11  Average Question 12		_		_		_												
8. Oral instructions from AC staff were clear and easily understood.  9. Written materials provided by AC staff were clear and easily understood.  10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.												6. I:	recei	ed the known history of the	e animal i adoj	pica. bone calls and oth	ner contacts	
Average Question 10 3.7 9. Written materials provided by AC staff were clear and easily understood.  Average Question 11 3.7 10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt  Average Question 12 4.7 a pet.	Average	ŲΨ	estio	n y	4.	1						7. A 8. O	ral ir	structions from AC staff w	ere clear and e	asily understood.	or comacts.	
Average Question 11 3.7 10. I will likely return to adopt another animal.  11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt  Average Question 12 4.7 a pet.	Average	Qu	estio	n 10	3.7	7						9. W	<b>Vritte</b>	materials provided by AC	staff were cle	ar and casily unde	erstood.	
Average Question 12 4.7 a pct.						7						10.	I will	likely return to adopt anoth	ner animal.			1
	-					_								likely recommend the AC	shelter to frien	ds/relatives as a g	good place to a	aopt
	Average	Qu	estio	n 12	4.7	7								your overall satisfaction wi	th AC Services	s.		

Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog

0

% Total Dog Adoptions 0%

Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat

3

% Total Cat Adoptions

100%

### Animal Control Officer

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citatio	Explain	Comments
1/15/2010	4	4	4	5	4	4	5	4		Did not receive notice of visit			Has responded to captured strays on my property.
1/19/2010	5	5	5	5	5	5	5	5					Thank you very much for your help with our problem.
1/27/2010	5	4	4	5	5	5	5	5					We had a great experience with your staff and ACO. You need to teach the Marion County Animal Control. They are rude and I almost believe they have a disdain for those that have to use their services. They have no compassion for us and our animals.

1/21/2010 5 5 5 5 5 5

**Total Surveys** 

v		Rating
		5=Outstand
Average Question 1	4.8	4=Good
<b>3</b> •		3=Satisfact
Average Question 2	4.2	2=Improve
Average Question 3	4.5	1=Unsatisf
Average Question 4	5	
Average Question 5	4.8	Questions

iding ctory ement Needed factory

- 1. The Animal Control Officer (ACO) treated me with respect and courtesy. Average Question 6 2. The ACO made clear to me how I can comply with animal control laws.
- 3. My interaction with the ACO was informative. Average Question 7 **Average Question 8** 
  - 4. The ACO provided individual attention to my issues.
  - 5. The ACO answered my questions both clearly and professionally.
  - 6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
  - 7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
  - 8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

3 **Total Notice of Visit** % Total Notice of Visit 75%

Did you receive a citation? (Check indicates Yes)

**Total Receive Citation** % Total Receive Citation

### Housing Applicant

Date Revd	#1 #	‡2	#3	#4	#5	#6	#7	#8	#9 Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
2/24/2009	5	5	5	5	5	5	5	4	5				
2/20/2009	3	4	5	5	5	5	4	4	5				Everyone I have met with in housing I have been well pleased. Everyone is so kind and helpful to me. I keep them in my prayers because if it was not for them I could not live by myself. Thank you Shirley Bush
2/20/2009	5	5	5	5	5	5	5	5	5				Wouldn't want any other people helping me. These ladies are great in what they do. Mrs. Joyce Freeman
2/19/2009	5	4	5	5	5	5	5	5	5				
2/18/2009	5	4	4	5	4	4	4	5	5				
2/18/2009	5	5	5	5	5	5	5	5	5				I think Mrs. Denna Lafferty should be commended for her professional way of dealing with the public.
3/4/2009	5	5	5	5	5	5	5	5	5				Very friendly and helpful.
3/4/2009	5	5	5	5	5	5	5	5	5				
3/4/2009	5	5	5	5	5	5	5	5	5				Re: Donna Brown
3/19/2009	2	2	2	2	2		2	2	2				No Comments! Sorry! Thanks for your concern.
3/30/2009	5	5	5	5	5	5	5	5	5	Met qualifications for a SHIP Loan			The housing staff is very knowledgable and always willing to help me with any questions that I had during the process. The staff really care about their clients and it shows.
3/31/2009	5	5	5	5	5	5	5	5	5				The Housing Staff could not have done more to be of help. I am proud of each and every one of them.
4/27/2009	5	4	5	5	5	5	5	5	5				Donna was very nice and explained everything so we could understand and always returned our calls promptly and answered all our questions. Very nice lady.
5/5/2009	5	5	5	5	5	5	5	5	5 5				
5/5/2009	5	5	5	5	5	5	5	5	5 5				
5/5/2009	5	4	- 5	5	5	5	4	4	4				N/A

Date Revd	#1	#2	#3	#4	<b>1</b> #5	5 #6	#7	#8	#9 Sta	aff Help	You*	Explain:	If Not**	If Not Explain:	Comments
5/5/2009	5	5	5	5	5	5	5	5	5						Thank each of you for helping and assisting me to get my new home. I can never thank you enough for all you help. A job well done.
5/5/2009	5	5	5	5	5 5	5	5	5	5						Very helpful. Thank you
5/5/2009	5	5	5	5	5 5	5	5	5	5						
7/14/2009	5	5	5	5	5 5	5	5	5	5			Yes vvery helpful			Great people all of them
7/14/2009	5	5	5 5	; £	5 5	5 5	5	5	5						Very helpful people
7/14/2009	5	5	5 5	;	5 5	5 5	5	5	5						
7/14/2009	5	. 5	5 5	5 5	5 5	5 5	5	5	5						
11/4/2009	5		5 5	5 :	5 5	5 5	5	5	5						Thank God! Finally a program that helps people. This was a wonderful experience.
12/10/2009	2	2 2	2 (	3 :	2 2	2 2	. 4	4	3			cxkavHNbZrxJQDoF	ЮТ	MornNoflFCuJi	T5CIRz http://google.com sdf http://google.com http://google.com sdfgwq
12/29/2009	. 5	5 ;	3 :	5	5	5 5	5 4	5	5 5						Thank you for the help
Total Sur					4.	7						Rating 5=Outstanding 4=Good			
Average Q Average Q					4.							3=Satisfactory 2=Improvement Nee	ded		
Average Ç					4.							1=Unsatisfactory			
Average ( Average (					4. 4.							Questions			
Average (					4.							1. Housing staff trea	ted me wit	h respect and courtesy.	i.
Average ( Average (	Qu€	estio	n 8		4.							<ul><li>3. Housing staff pro</li><li>4. Housing staff respondents.</li></ul>	vided indiv oonded pro	easy and understandab ridual attention to my is mptly to my questions, questions both clearly a	sues. phone calls and other
Average (	Que	estio	n 9	,	4	.8						6. Housing staff tho	roughly ext	plained the paperwork	signed (if applicable).
Was Ho						e to	help	yo	u?					ovided to me regarding	the conditions of the
(Check	ina	lica	tes	Ye	es)							agreement (if applic 8. The Housing office	ce is conve	niently located.	
Т	`ota	ıl Y	es					25				<ol><li>Rate your overall Department.</li></ol>	satisfactio	n with your experience	with Housing

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 9

% Yes Staff Help You 96%

### Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	# <b>9</b>	#10	#11	#12	Probation Comments
1/29/2010	5	5	5	5	5	5	5	5	5	5	5	5	
1/29/2010	5	5	5	5	5	5	5	5	5	5	5	5	The program has shown me that there is always a way to make a situation better.
1/29/2010	5	5	5	5	5	5	5	5	5	5	5	5	I learned my lesson and thanks to this
experience,													I am a new and happy person.
1/29/2010	5	5	5	5	5	5	5	5	5	5	5	5	
1/29/2010	5	5	5	5	5	5	5	5	5	5	5	5	
1/29/2010	5	5	5	5	5	5	5	5	4	5	5	5	
Total Surveys	; 6					ting							
Average Ques	stion 1	5			4=	Outsta Good Satisfa	-						
Average Ques	stion 2	5			2==	Improv	ement/	Neede	:d				
Average Ques					1=	Unsati	sfactor	У					
Average Ques	stion 4	5											
Average Ques	stion 5	5				<i>restioi</i> Probat		ff treate	ed me	with res	pect and	d courte:	sy.
Average Ques													stand what to expect of probation.
					3.	My Pr	bation	Office	er prov	ided in	dividual	attentio	n to my issues.
Average Ques	stion 7	5											n system.
												imely m	
Average Ques					6.	Probat	ion sta	ff respo	onded	prompt	y to my	question	ns, phone calls and other contacts.
Average Ques	stion 9	4	.8		7.	My Pr	obatior	ı Offic	er ansv	vered m	y questi	ions both	n clearly and professionally.
					8.	Clear	iocum	entatio	ı was ı	orovide	i to me	regardin	g the conditions of my probation.
Average Ques	stion 1	0 5											d future offenses.
												ne with i	me.
Average Ques	stion 1	1 5									ntly loca		nce regarding your probation.
Average Ques	stion 1	2 5	i		12	. Rate	your o	veran S	atistät	mon wi	ai youi	cyherich	to regarding your probation.

### Transit

Date Revd	#1	#2	#3	#4 :	#5	#6 1	#7 <del>1</del>	¥8 #	9 Freq	Times/m	Trav Dr How often	On time?	Why not?	Transit Comments
1/4/2010	5	5	5	5	5	5	5	5	5	0			1 or 2 times monthly	no
1/4/2010	4	4	5	5	5	5	4	4	4	0			I have no doctor outside of the County, yet.	Hire more drivers and pay them more money. If a passenger tells you they are off work and ready for transporting don't make them wait a whole hour to get home.
1/4/2010	4	4	4	4	4	4	4	4	4	0				
1/4/2010	5	5	5	5	5	5	5	5	5	0	I did not realiz how readily available the s is, great servi	SCT		Your service is fantastic, they should eliminate the Villages taxi service, SCT is very well organized.
1/4/2010	5	5	5	5	5	5	5	5	5	3				Good Services
1/4/2010	5	5	5	5	5	5	5	5	5	0				No
1/4/2010	4	4	4	5	5	5	4	4	5	0	I didn't know y can go outsid Sumter Count	e		I find everything very professional I wish you could have transportation on Saturday and also told my friends about your service.
1/4/2010	2	3	2	5	5	2	3	2	5	20	twice a month	)	always run late drivers	
1/4/2010	5	5	5	5	5	5	5	5	5	0				
1/4/2010	5	5	5	5	5	5	5	5	5	20				One driver needs to stop at stop signs and RR crossings. All others are perfect.
1/29/2010	4	4	3	4	4	4	4	4	4	0				none
1/29/2010	5	5	5	5	5	5	5	5	5	3				Keep up the good work.
1/29/2010	5	5	5	5	5	5	5	5	5	0				
1/29/2010	4	5	4	5	5	5	5	5	5	3	2 per year			no
1/29/2010	4	5	4	4	4	4	4	4	5	0			Have not traveled outside the County	No suggestions
1/29/2010	4	4	4	4	5	5	5	4	4	12				
1/29/2010	5	5	5	5	5	5	5	5	5	4				

Date Revd #1 #2 #3 #4	4 #5 #6 #7 #8 #9 Freq	Times/m	Trav Dr How often	On time?	Why not?	Transit Comments
Total Surveys 17			I am a frequent p	assenger w	rith SCT (Ch	eck mark indicates Yes)
Average Question 1	4.4		Frequent Pass	enger	17	
Average Question 2	4.6		% of passenge Total Times P	=	100% 65	
Average Question 3	4.4		Average Time		ı 3.8	
Average Question 4	4.8			•		
Average Question 5	4.8					
Average Question 6	4.6		I travel on SCT v of Sumter Count			
Average Question 7	4.6				outside county	
Average Question 8	4.5		% of passeng	ers to Dr. o	utside county	59%
Average Question 9	4.8		•	•		
Rating 5=Outstanding 4=Good 3=Satisfactory				octors' app	ointments ou	atside of the County, atside of the County, at Yes)
2=Improvement Need	led				/ 11 G	4 4

Total who travel to Dr. outside County, on time

% of passengers to Dr., on time % of passengers to Dr., on time

70%

#### Questions

1=Unsatisfactory

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.
- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.
- 5. My driver was helpful and courteous.
- 6. My driver was careful and safe.
- 7. I get picked up for my appointment on time.
- 8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

### Veterans Benefits by Date Range

#4 #5

#6 #7

#8

#9 VSO Comments:

#1

Date Revd

#2

#3

Date ACVa	17.1	1172	""	11-4	0.5	., 0	,,,	,,,		
1/5/2010	5	5	5	5	5	5	5	5	5	
1/4/2010	5	5	5	5	5	5	5	5	5	I have been going to VA in Bushnell and Carolyn Alfrey has been wonderful. She has taken care of all needs prompitly and fully understand my questions. James Wagner
1/4/2010	4	4	4	4	4	4	4	4	4	
1/7/2010	5	5	5	5	5	5	5	5	5	Deborah Smith does a wonderful job very caring about the Veterans and Linda is very good at her job a pleasure to talk to .
1/7/2010	5	5	5	5	5	5	5	5	5	Yes I wish to thank Mr. Fred Harrop for coming to our home to help us get
our										paperwork filled in and being so nice.
1/12/2010	5	5	5	5	5	5	5	5	5	I want to thank all of you for the services you render to all of us who need help so badly. My very special thanks goes to Carolyn Allfrey who has been helping me since my husband passed away in 2003. I'm sorry that I am late sending in this survey but it was misplaced until now. I am 92 years old and that seems to be part of my routine everyday, looking for something I have misplaced ha! Ha! God bless all of you!!
1/6/2010	5	5	5	5	5	5	5	5	5	Fred Harrop helped me get my DD214 corrected and awards on them. He knew just what to do. Thank you Fred.
1/6/2010	5	5	5	5	5	5	5	5	5	Paul Cheek and Carolyn have been teriffic in helping me! Nothing but thanks from me to them.
1/6/2010	5	5	5	5	5	5	5	5	5	Deborah Smith has been such a great help getting me my late husbands
(who										had ALS) benefits. I first met her in March 08 and she helped me all the way. She was so kind and helpful every step of the way. This has been a big help to me money wise. You have a great bunch of people there.
1/6/2010	5	5	5	5	5	5	5	5	5	I have been remiss in not writing a letter of appreciation recognizing Fred Harrop, Richard Dobson, and Linda prior to this request. My wife and I were going through some very trying times and I'm not sure I was always the most attentive person. Your staff far exceeded my expectations. It's a shame other counties/states can't see fit to treat veterans as responsively as the Sumter County personnel. God bless you all!
1/6/2010	5	5	5	5	5	5	5	5	5	
1/6/2010	1	1	1	1	1	1	1	1	1	
1/6/2010	5	5	5	5	5	5	5	5	5	I wish to thank you all for hiring someone like Carolyn. She was a God sent person.
1/6/2010	5	5	5	5	5	5	5	5	5	Thank you for outstanding support and service that your office affords to our veterans. Dick was extremely professional and dedicated during my recent visits-keep up the great service! Thanks
1/8/2010	5	5	5	5	5	5	5	5	5	On 11 July 2009 after long and drawn out illness, my loving husband Robert Lee Reed passed away. In this very hard and lonely time for me, Itruned to VSO at The Villages for immediate assistance with all sorts of paperwork
that										needed to be filled out and filed. Since english is my second language, assisting me was not an easy task, but the VA office was very professional and extremely helpful! They were very patient with me, they took their time to help me with each issue individually. They went far and beyond their duties. I am very grateful to them for all of the assistance they continuously provide. I would like to especially thank Deborah Smith, for her continuous help and support. Her assistance has made this very difficult time in my life a little easier. Thank you

easier. Thank you

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	# <b>9</b>	VSO Comments:
1/8/2010	5	5	5	5	5	5	5	5	5	The only person I really worked with was Deborah Smith and she was wonderful. She listened to me through many tears, filled out my forms, at kept me informed as to what I had to do. I will never forget her help. I
probably										couldn't have done it without her.
1/8/2010	5	5	5	5	5	5	5	5	5	I served 30 years in the active army and retired as an 06 Colonel. The
Sumter										County VSO was outstanding during both of my visits within the last two months. Mr. Richard Dobson was my service officer and he is a real professional in all areas. Linda the secretary is also top- courteous, cooperative, etc. Thank God we have folks like them assisting veterans.
1/11/2010	5	5	5	5	5	5	5	5	5	I am diappointed that my claim was not allowed. I wonder if there was so additioal verbiage that could have been added at the time of claim
submission										which could have affected the outcome.
1/11/2010	5	5	5	5	5	5	5	5	5	I saw Mr. Fred Harrop with a question. He treated me professionally and handled my situation very quickly and efficiently. Also, the receptionist verifiendly and very helpful. Great office in The Villages and great staff.
1/11/2010	5	5	5	5	5	5	5	5	5	
1/11/2010	5	5	5	5	5	5	5	5	5	I want to say Fred Harrop was so much help to me and my husband. I
couldn't										have got through all those papers without his help. I might add that this wonderful USA that we live in. So God Bless America and all of her vets
1/12/2010	5	5	5	5	5	5	5	5	5	
1/12/2010	4	3	3	3	3	3	3	3	4	Both offices seemed unhappy in wanting to deal with me. I left there no feeling as though I had accomplished anything except getting my phon address updated. The man was not kind or friendly. The receptionist warmost cheerful and professional. I will not return to this office for any real
1/13/2010	5	5	5	5	5	5	5	5	5	A million thanks to Fred Harrop for all your help.
1/14/2010	5	5	5	5	5	5	5	5	5	Richard was very helpful and professional with all my needs at the Villa office.
1/14/2010	5	5	5	5	5	5	5	5	5	
1/20/2010	5	5	5	5	5	5	5	5	5	
1/20/2010	5	5	5	5	5	5	5	5	5	I have always got the help I needed. I am very satisfied with the Veters Services at Bushnell.
1/21/2010	5	5	5	5	5	5	5	5	5	I would like to thank the VA for all the work that was performed on my lamparticaular, a special thanks to Mr. Fred Harrop for his help, guidance perseverance in obtaining my benefits. He was very knowledgable on the matter and through his efforts I was successful in my endeavor. Thank once again Mr. Harrop.

Total Surveys 29		Rating
		5=Outstanding
Average Question 1	4.8	4=Good
		3=Satisfactory
Average Question 2	4.8	2=Improvement Needed
		1=Unsatisfactory
Average Question 3	4.8	
Average Question 4	4.8	Questions
Average Question 5	4.8	<ol> <li>Veterans Service Office (VSO) was responsive to my needs.</li> </ol>
~ -		<ol><li>VSO staff treated me with respect and courtesy.</li></ol>
Average Question 6	4.8	3. The VS Officer provided individual attention to my issues.
Average Question 7	4.8	4. I was asked appropriate questions to aid in obtaining my earned benefits.
		5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
Average Question 8	4.8	6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
		7. My VS Officer answered my questions both clearly and professionally.
Average Question 9	4.8	<ul><li>8. The VS Office spent sufficient time with me to fully understand my needs.</li><li>9. Rate your overall satisfaction with your experience.</li></ul>

### Bushnell Public Library 1-5

Date Revd	Use For Noneo. Sociali Study. Adultip Teenip Childp UseCo. Macaz. Newsp DVDs. Musica Audiol Books. Not Re S 1/mc L/weel	# 3 # 3 Commo		ent # 5 # 5 Comment
A. W. A.	Use  NoneofThes. Socialize Study/Work. AdultProgra. ChildProgra. ChildProgra. UseCompute. Magazines. Newspapers. Newspapers. DVDs. AudioBooks. Books. Books. AudioBooks.		Not.L. No Yes	
	ies.  tk.  tra.  t		Loo	
1/19/2010		2	VI	3
1/29/2010	Manea	2		2
1/29/2010		2		3
1/29/2010		0		0
1/29/2010		3		2
1/29/2010	VHS ar	nd books 3	<b>V</b>	3
1/29/2010		2	<b>2</b>	3
1/29/2010	VHS	3		3
1/29/2010	Jigsaw	Puzzies 3		3
1/29/2010		3 Very de	an All shelve organized	
1/29/2010	<u>Mill</u> Milli	2		3
1/29/2010		2		2
1/29/2010		2		3
1/29/2010		3	Ø	3
1/29/2010		2 less wai movies,	t time on 🕡 📑	3
1/29/2010		2	<b>y</b> (I)	3
1/29/2010		2		3
1/29/2010		3		3
1/29/2010		3 Wonder selectio		3 very nice personnel
1/29/2010		3	<b>y</b> (11)	3
1/29/2010		2	VI	3
				3

Date Revd   KNBANDNE USE For	# 3 # 3 Comment # # # #	# 4 Comment # 5 # 5 Comment
neolinali dv/ dv/ dv/ ildP, eazi eazi wsn eazi wsn eazi sicC oks. sicC dioH oks. SicC Monolinali eeeA	No. Yes	
The Control of the Co	La	
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9	

#### 1. How often do you visit the library?

Total One to three times	6	Percent Total Surveys	27%
Total At least once	11	Percent Total Surveys	50%
Total Less than once	1	Percent Total Surveys	5%
Total Not on regular basis	2	Percent Total Surveys	9%

### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	16		Percent Total Surve	ys	73%	
Total Audio Books	3		Percent Total Surve	ys	14%	
Total Music CDs	2		Percent Total Surve	ys	9%	
Total DVDs	7		Percent Total Surve	vs	32%	
Total Newspapers	2		Percent Total Surve	ys	9%	
Total Magazines	4		Percent Total Surve	ys	18%	
Total Use Computer	14		Percent Total Surve	ys	64%	
Total Attend Child Program	ns	3	Percent Total	Surv	eys	14%
Total Attend Teen Program	าร	1	Percent Total	Surv	eys	5%
Total Attend Adult Program	ns	1	Percent Total	Surv	eys	5%
Total Study or Work Space	2	3	Percent Total	Surv	eys	14%
Total Socialize		2	Percent Total	Surv	eys	9%
Total None of these		2	Percent Total	Surv	eys	9%

# 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.32 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	18	Percent Total Surveys	82%
Total Question 4 No	1	Percent Total Surveys	5%
Total Ouestion 4 Not Look Today	1	Percent Total Surveys	5%

#### 5. The library staff was responsive to my needs.

Average # 5 2.73 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### Bushnell Public Library 6-10

Date Revd	6Child	6Teen 6Summer	6Compute	6None	7Child	7Adult	7Compute	70ther	Other Comment	Size	Cleanlines	Furniture	Computers	8	Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Ad	ditional comments
1/19/2010				<b>Y</b>			<b>V</b>			2	3	3		2		<b>V</b>			) [	] 💆			b A	would love to see a igger selection of udio CD's. Thank ou.
1/29/2010						<b>/</b> ] ,	2 [			3	3	3	,	1		V		[		Ì			N	leeds more manea
1/29/2010						<u> </u>	][			3	3	3	<b>!</b>	3		<b>Y</b>	£				JL	) [ <b>v</b>	n	Vould like to see nore educational DVD's i.e. National Geographic
1/29/2010				Version 1	The state of the s											-			1	][	TANKE TO SERVICE TO SE		s	would be nice to how some classic novies on the big creen TV
1/29/2010				[] <b>Y</b> ]			][			3	3	3	3	3		<b>(</b>			][_	•	/[	][_	]	
1/29/2010				<b>Y</b>	<b>\</b>				Programs for elementary	2	2	2	2	1	Seems like there are more of a wait than before.		V							
1/29/2010			][]			<u>i</u> [				2	3	3	3	2			V	) [	7	][	JC	] 🗸	?	
1/29/2010					<b>V</b>					3	3	3	3	3		~	[	][		1	/)[	][_	]	
1/29/2010			][]					][]		2	2	2	2	2			V			][	][	][	<u>[</u> ]	
1/29/2010	<b>V</b>	<b>∀</b> 5	<b>2</b>		and the second	<b>y</b> ) [		Populario (		3	3	3	3	3		<b>V</b>		JC	The same of the sa	)(	][		Ş	BPL staff was very great. The Library System should consider them as an asset.
1/29/2010										1	2		1	1			V	') [v	/	] [	<b>/</b>  [	JĽ	]	
1/29/2010	<b>V</b>				<b>Y</b>					2	2	2	2	2			V	35	<b>3</b> C	16	<b>2</b> ) [	1100	j	We miss Miss Tina and Miss Artene! It's ust not the same without them!
1/29/2010					<b>V</b>	<b>v</b> 1	<b>v</b>	][]	Homeschool Grou	o 1	2		1	2			V	<u> </u>	Ž	] [	<b>/</b> ][		]	, , , , , , , , , , , , , , , , , , ,
1/29/2010			30				V		Reader where you can look at books instead of picking them up	3	3	; ;	3	3			<b>Y</b>	1		)[	][		<u>(</u>	
1/29/2010					V		<b>y</b> )[			2	: 3		3	1		V		][	JE	) [	<b>/</b> ] [	)[	(	Definitely need more computers, less wait time on movies
1/29/2010		<b>[</b> ]			V	<b>(</b>		][]		2	2 3	3 :	2	2					2)[	][		7	1	Would like for you to carry Christian magazine such as 'Guide Post"

Date Revd 6Child	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 10	4	18-91	25-39	40-55	56+	Additional comments
1/29/2010	2	2	2	2			V	3 6	<b>/</b> ][				V	I only go to the library for books to read, but very satisfied with the service.
1/29/2010 🖳 🕶 🗀 🗀 🗔 💮	3	3	3	3	love the library, my son uses it a lot	<b>Y</b>		][				~		I heard a rumer the library mobile was ending, I think it's a great thing, don't end it.
1/29/2010	3						V	<b>?</b> ] [	<b>y</b> ] [				] [•	I love this library. Everyone is so friendly and helpful. I always find something to read.
1/29/2010	3	3	3	. 3	}	V	[	][	] [			V		· Communication of the Communi
1/29/2010	1	2	2				V		<b>/</b> ]			<b>\</b>	1	I would like to see a bigger library with more and newer books, especially non-fiction, inspirational, and information.
1/29/2010	3	3	3	;	}		5	2) [	<b>y</b>		[	][_	][v	Need more 1st Rate books

Date Rcvd Child Schminger  Date Rcvd Child Schmi	
--	--

## 6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	2	Percent Total Surveys 9%	,
Total #6 Summer Reading Program	3	Percent Total Surveys 149	%
Total #6 Teen Programs Events	1	Percent Total Surveys 5%	,
Total #6 Computer Classes/Workshops	2	Percent Total Surveys 9%	)
Total #6 Adult Programs Events	1	Percent Total Surveys 5%	<b>&gt;</b>
Total #6 None of These Programs	11	Percent Total Surveys 509	%

## 7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	7	Percent Total Surveys	32%
Total #7 Teen Programs Events	4	Percent Total Surveys	18%
Total #7 Adult Programs Events	4	Percent Total Surveys	18%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys	9%
Total #7 Other	0	Percent Total Surveys	0%

#### 8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.33	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Cleanliness	2.65	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.15	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

#### Please tell us about yourself.

Are you:	Total Male	9	Percent Total Surveys 41%
	Total Female	12	Percent Total Surveys 55%

#### How old are you?

Total Under 18	1	Percent Total Surveys	5%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	9	Percent Total Surveys	41%
Total 40-55	4	Percent Total Surveys	18%
Total 56+	7	Percent Total Surveys	32%

### E C Rowell Library 1-5

NoneofThes. Socialize. Study.Work. AdultProgra TeenProgra ChildProgra ChildProgra Magazines. Magazines. Newspapers. DVDs. AudioBooks. Books. Not Regular. <11.month 1.week. 1.3/week. 1.3/week. 1.3/week.	#3 #3 Com	nt #5 #5 Comment	
1/29/2010 V V VVVVVVVVVV	2	2	

#### Total Surveys 1

#### 1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	100%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

#### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1		Percent Total Surveys	1009	%
Total Audio Books	1		Percent Total Surveys	100%	%
Total Music CDs	1		Percent Total Surveys	1009	%
Total DVDs	1		Percent Total Surveys	1009	%
Total Newspapers	1		Percent Total Surveys	1009	%
Total Magazines	1		Percent Total Surveys	1009	%
Total Use Computer	1		Percent Total Surveys	1009	%
Total Attend Child Progr	ams	0	Percent Total Surv	veys	0%
Total Attend Teen Progra	ams	0	Percent Total Surv	veys	0%
Total Attend Adult Progr	rams	0	Percent Total Sur	veys	0%
Total Study or Work Spa	ice	0	Percent Total Sur	veys	0%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		0	Percent Total Sur	veys	0%

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	0	Percent Total Surveys	0%
Total Question 4 No	1	Percent Total Surveys	100%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

#### 5. The library staff was responsive to my needs.

Average # 5 2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### E C Rowell Library 6-10

6Adult 6Compute 6Teen 6Summer 6Child		her Co	Comment Size  Co
1/29/2010		ore Co	omputers 2 2 2 2
Total Surveys 1			
•		ou h	have participated in during the past 12 months.
Total #6 Childre	en Programs Events	0	Percent Total Surveys 0%
Total #6 Summe	er Reading Program	0	Percent Total Surveys 0%
Total #6 Teen P	rograms Events	0	Percent Total Surveys 0%
Total #6 Compu	uter Classes/Workshops	1	Percent Total Surveys 100%
Total #6 Adult I	Programs Events	1	Percent Total Surveys 100%
Total #6 None of	of These Programs	0	Percent Total Surveys 0%
	ren Programs Events Programs Events	1	Percent Total Surveys 100%  Percent Total Surveys 0%
Total #7 Adult	Programs Events	0	Percent Total Surveys 0%
·	outer Classes/Workshops	0	Percent Total Surveys 0%  Percent Total Surveys 0%
Total #7 Other			·
8. Please rate	your satisfaction wit	th the	e physical facility of this library:
Average Size	2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Clean	aliness 2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furni	ture/Furnishings 2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Numb	per of Computers 2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Please tell us o	about yourself.		
Are you:	Total Male 0		Percent Total Surveys 0%
22, <b>3</b>	Total Female 1		Percent Total Surveys 100%
How old a	re you?		
	Total Under 18 0		Percent Total Surveys 0%
	Total 18-24 0		Percent Total Surveys 0%

Percent Total Surveys 100%

Percent Total Surveys 0%

Percent Total Surveys 0%

Total 25-39 Total 40-55

Total 56+

0

### Library on Wheels 1-5

Date Rcvd	Note For  Note For  Note For  Note For  Note For  Note For	#3#.	3 Comment	AA		4 Comment	# 5	# 5 Comment
	Use For NoneofThes. Socialize Study.Work AdultProgra TeenProgra ChildProgra UseCompute Magazines Mewspapers Newspapers AudioBooks AudioBooks Books Books Not.Regular  1-3/week			No Yes	Not Loo			· ·
1/5/2010	copying also, enlarging as we have a copy machine	2			J. De Processon		2	
1/22/2010		2		<b>[</b> ]			3	
1/29/2010		3		<b>V</b>	1]		3	and the second s
1/29/2010		3		V	11		3	
1/29/2010		3		<b>(</b>			3	
1/29/2010	<u>VIIIVIIVIIIIVI</u>	2		<b>V</b>			3	
1/29/2010		3		<b>y</b>		The Library staff does a great job.	3	
1/29/2010		3		<b>V</b>			3	
1/29/2010	Where are all the books. It is empty	3		Tananana (	<b>v</b> []	All the books are gone. Why?	2	The staff is great especially. Matrell and Chris
1/29/2010		2		V		12002/2000	3	
1/29/2010		3	They sent for a book I am looking for	V		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	3	
1/29/2010		3	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	<b>(</b>			3	
1/29/2010		3		<b>(</b>		,,	3	
1/29/2010		2		V			2	AAN
1/29/2010		3		<b>(</b>			2	
1/29/2010		3		V			3	
1/29/2010		3		<b>(</b>			3	
1/29/2010		3		<b>(</b>			3	
1/29/2010		3		V			3	
							2	
1/29/2010		2		Y				
		3		····			3	

Date Revd   SBARDZRED HASS Use For #3 #3 Commer	(K   K   K
neof. neof. neof. walkan dwh http: nh h	Not No.
The: Vork Vork Vork Vork Vork Vork Vork Vork	Local

#### 1. How often do you visit the library?

Total (	One to three times	10	Percent Total Surveys	48%
Total .	At least once	6	Percent Total Surveys	29%
Total	Less than once	2	Percent Total Surveys	10%
Total	Not on regular basis	3	Percent Total Surveys	14%

### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	21		Percent Total Surveys 100%	
Total Audio Books	3		Percent Total Surveys 14%	
Total Music CDs	4		Percent Total Surveys 19%	
Total DVDs	13		Percent Total Surveys 62%	
Total Newspapers	1		Percent Total Surveys 5%	
Total Magazines	6		Percent Total Surveys 29%	
Total Use Computer	7		Percent Total Surveys 33%	
Total Attend Child Program	าร	3	Percent Total Surveys	14%
Total Attend Teen Program	s	0	Percent Total Surveys	0%
Total Attend Adult Program	าร	1	Percent Total Surveys	5%
Total Study or Work Space		2	Percent Total Surveys	10%
Total Socialize		4	Percent Total Surveys	19%
Total None of these		0	Percent Total Surveys	0%

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.71 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	19	Percent Total Surveys	90%
Total Question 4 No	1	Percent Total Surveys	5%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

#### 5. The library staff was responsive to my needs.

Average #5 2.76 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### Library On Wheels 6-10

Date Revd 6None 6Summer 6Child 6Summer 6Child 6Summer	88 Comment Computers Furniture Cleanlines Size	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
1/5/2010		I am a snowbird and use the visiting vehicle @ Rea Oaks RV Center on SW 18th Terrace. Chris and Matrell are very very helpful and gracious to all who use this service.
1/22/2010	So far I have just used the mobile service	I plan to use the library more in the near future for local history research and to obtain specific books I want to read, mainly non-fiction.
1/29/2010	3 3 3 3	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
1/29/2010	3 3 2 3	
1/29/2010	3 3 3 3 We visit the mobile unit and find the staff friendly and very accomodating.	
1/29/2010	3 3 2 2	Material has really been cut, no where near the number of books on there. Need more books.
1/29/2010	3 3 3 1	Cris Martel and the older gentleman does a good job servicing usThey are an asset to our Community.
1/29/2010	2 2 2 2	Would like mobile unit at Bushell Blueberry Hill RV Resort this summer also.
1/29/2010	3 3 3 1	Where are all the books? It is empty!! Why was over a third of the colletion gone? That is crazy
1/29/2010	2 2 2	

70ther Comment 70ther 770ther	8Comment Computers Furniture Cleanlines Size	56+ 40-55 25-39 18-24 Under 18 Female
1/29/2010	2 3 3	comes into our RV Park and we can get the reading material we want. It is convenient for us.
1/29/2010	3 3 3 3 I would like to see mor DVDS	☐ ✔ ☐ ☐ ☐ I love my croom mobile Library! Please keep coming
1/29/2010	2	Thank you for coming to our small town.
1/29/2010	2	♥ □□□□□₩All is well.
1/29/2010	3 3 2 1	Z CCCCC
1/29/2010	2 3	☑ ☑ ☑ ☐ ☐ Book Mobile is great assest.
1/29/2010	2 2 2 2	The book mobile is very helpful and cooperative with service and securing reading request. Thanks for the current update of political and Government information. Also appreciate the Historical Books.
1/29/2010 🗷 🗷 🗆 🗆 🗆 🖂	2 3 2 3	
1/29/2010 VIIIVIIIVIIIVIIIVIIIVIIIVIIIVIIIVIIIVI	2 3 3 3	☐ 🗸 🗸 ☐ ☑ ☐ The staff is always so friendly.
1/29/2010 🛂 🗆 🗆 🗆 🗆 🗆	2 2 2 2	
1/29/2010	3 3 3 3	Thank you

Date Revidence Size  Computers  Furniture Cleanlines Size 7/Other Comment 7/Other Comment 6/One	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
---	--

### 6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	3	Percent Total Surveys 14%
Total #6 Summer Reading Program	2	Percent Total Surveys 10%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys 5%
Total #6 Adult Programs Events	3	Percent Total Surveys 14%
Total #6 None of These Programs	13	Percent Total Surveys 62%

### 7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	4	Percent Total Surveys 19%	
Total #7 Teen Programs Events	3	Percent Total Surveys 14%	
Total #7 Adult Programs Events	4	Percent Total Surveys 19%	
Total #7 Computer Classes/Workshops	4	Percent Total Surveys 19%	
Total #7 Other	1	Percent Total Surveys 5%	

#### 8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.47	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Cleanliness	2.76	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.29	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

#### Please tell us about yourself.

Are you:	Total Male	6	Percent Total Surveys	29%
	Total Female	14	Percent Total Surveys	67%

#### How old are you?

Total Under 18	3	Percent Total Surveys 14%
Total 18-24	1	Percent Total Surveys 5%
Total 25-39	2	Percent Total Surveys 10%
Total 40-55	1	Percent Total Surveys 5%
Total 56+	13	Percent Total Surveys 62%

### Panasoffkee Library 1-5

NoneofThes. Socialize Socialize Socialize AdultProgra. ChildProgra. ChildProgra. UseCompute. Magazines Newspapers. DVDs AudioBooks. Books Not Regular. < 11month 11week 1-3week 1-3week	#3 #3 Comment	* * # # 4 Comment	# 5 # 5 Comment
1/29/2010	3	<b>9</b>	3
1/29/2010	3		3 Always go out of their way to help me with all my needs!
1/29/2010	2		3

t No.Loo.  t No.  t Yes  meofThes.  meofThes.  midv.Wine.  hiltProgra.  ildProgra.  ecCompute.  ecCompute.  ecCompute.  sicCDs.  usspaners.  tidoBooks.  oks.  oks.  dioBooks.  oks.  dioBooks.		# 5 Comment
--	--	-------------

### 1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	33%
Total At least once	1	Percent Total Surveys	33%
Total Less than once	1	Percent Total Surveys	33%
Total Not on regular basis	0	Percent Total Surveys	0%

### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	3		Percent Total Surveys	100%	ó
Total Audio Books	1		Percent Total Surveys	33%	
Total Music CDs	1		Percent Total Surveys	33%	
Total DVDs	2		Percent Total Surveys	67%	
Total Newspapers	1		Percent Total Surveys	33%	
Total Magazines	1		Percent Total Surveys	33%	
Total Use Computer	2		Percent Total Surveys	67%	
Total Attend Child Prog	grams	0	Percent Total Sur	veys	0%
Total Attend Teen Prog	rams	0	Percent Total Sur	veys	0%
Total Attend Adult Prog	grams	1	Percent Total Sur	veys	33%
Total Study or Work Sp	ace	0	Percent Total Sur	veys	0%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		0	Percent Total Sur	veys	0%

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.67 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	3	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

#### 5. The library staff was responsive to my needs.

Average #5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

### Panasoffkee Library 6-10

Date Revd Compute 6None 6None 6Summer 6Summer	nent Computers Furniture Cleanlines Size	ent  Additional comments  56+  40-55  25-39  18-24  Under 18  Female  Male
1/29/2010	3 3 3 3 greats	ervice VVV
1/29/2010	3 3 3 3 Lake Panaso Library beautif clean f	ris a the public library. A ful and place to escape and
1/29/2010	3 3 3	

Computers Furniture Cleanlines Size Cleanlines Size 70ther Comment 70ther 71compute 71	8Comment Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
--	---

## 6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys 33%
Total #6 Adult Programs Events	1	Percent Total Surveys 33%
Total #6 None of These Programs	2	Percent Total Surveys 67%

## 7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	0	Percent Total Surveys 0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #7 Other	0	Percent Total Surveys 0%

#### 8. Please rate your satisfaction with the physical facility of this library:

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

#### Please tell us about yourself.

Are you:	Total Male	0	Percent Total Surveys	0%
	Total Female	3	Percent Total Surveys	100%

#### How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	1	Percent Total Surveys 33%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	1	Percent Total Surveys 33%
Total 56+	1	Percent Total Surveys 33%

### Villages Library 1-5

Date Revd	Mun Aun Bon Not 11-5	Adu Tee Chi: Was Nes	Strii Strii	Jse For #	# 3 # .		# # # # 4 Comment	# 5	# 5 Comment
	MusicCDs	dultProgra AcenProgra hildProgra IseCompute IseCompute Iseazines Icuspapers Icuspapers	NoneofThes Socialize Studv/Work				4 Comment		
1/7/2010	Samuel Services					Certain times of the year hard to find books because so many use library and things are always checked out.		3	
1/8/2010					0	I look forward to the future growth of the library.		3	Great people
1/8/2010			<b>V</b>		3			3	
1/11/2010		<b>)V</b> ) <b>(V</b> ) 1 3 5			2	the library does not have many of the books on my reading list		3	
1/11/2010					2		MII	3	ta Sakat ta Sakat sa
1/13/2010				Taking books out	2			3	
1/25/2010			<b>/</b> ./.		3			3	
1/21/2010					3		VII	3	
1/21/2010		790 Maria (1900 Ma			2		<b>V</b>	3	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
1/21/2010					3		V	3	
1/29/2010			<b>y</b> [[]]		3			3	
1/29/2010					0			0	
1/29/2010					1		<b>V</b>	3	
1/29/2010					3			3	cheerful, too
1/29/2010					2		V	3	
1/29/2010					3		V	3	
1/29/2010					3			3	
1/29/2010					2			3	

ate Revd	L C S S A R D R R C D H A S S S Use For	# 3 #	3 Comment	# # # # 4 Comment	# 5 # 5 Comment
	NoneofThes Socialize Socialize Shidv/Work AdultProgra TeenProgra ChildProgra ChildProgra UseCompute Magazines Newspapers DVDs Newspapers DVDs AudioBooks Books Books Not Regular			Not Loa No	
29/2010		2	More up to date books		3
9/2010	Checking books	out 3			3
29/2010		2			3
29/2010		2			3
29/2010		2	Blog, too small, services not adequate for Villages population		3
29/2010	On the int to reserve books				3
29/2010		3		V	3
29/2010		2		t would like to see more books available	3
29/2010		2		VII	3
29/2010		2	Need more large print books or magnifying sheet		3
29/2010		2			3
29/2010		3		V	3
29/2010		3	Love mysteries- never enough		3
29/2010		2			2
29/2010		2			2
29/2010		3			3
29/2010		2	Get more audio books. I like biography, history.	<b>♥</b> □	3
29/2010		3	***************************************	<b>V</b>	2
/29/2010		3	Would like to see more of a variety of audio books and large press books		3

Date Revd	Non Socc Stru Adu Adu Llse Max Ney DNI DNI DNI DNI DNI DNI DNI DNI DNI DNI	Use For # 3 #	3 Comment	# # # # 4 Comment	# 5 # 5 Comment
	NoneofThes. Socialize. Socialize. Study.Work. AdultProgra. TeenProgra. ChildProgra. UseCompute. Magazines. Mewspapers. DVDs. MusicCDs. MusicCDs. AudioBooks. AudioBooks. Books. Not. Regular. < 1/month 1/week. 1-3/week.			(Mat.Loo_ (No.	
1/29/2010		3		<b>V</b> II	3
1/29/2010		2			3
1/29/2010		3			3
1/29/2010		2	Need more true crime novels	<b>X</b>	3
1/29/2010		2			2
1/29/2010		Books Internet 3 books and audio books pickup point	Am very pleased with books available, however not enough audio books. Go on- line to get these		3 Very helpful and friendly
1/29/2010		2	Would like to see more CD's and DVD's in your collection		3
1/29/2010		3			3
1/29/2010		] 2			3
1/29/2010		2	I wish the Library would have a larger selection		3
1/29/2010		3			3
1/29/2010		2			3
1/29/2010		) 0		VII	3
1/29/2010		2		V	3
1/29/2010		3	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	V (II)	3
1/29/2010		0			3
1/29/2010		3			3
1/29/2010		2			2
1/29/2010		] 3		VII	3
1/29/2010		] 2	Need a larger collection for the adult population		2
1/29/2010		3			3

Date Revd	Use Social Socia	For #3#.	3 Comment	##### #4 Comment	# 5 # 5 Comment
	NoneofThes. Socialize. Socialize. Study/Work. AdultProera. TeenProera. ChildProera. UseCompute. Masezines. Mewspapers. Newspapers. Not.Regular.			Nat Loo No	
/29/2010		2			2
/29/2010		3		<b>V</b> . []	3
/29/2010			Need more DVD's i.e. Railroad interest, The Guardian Coast Guard Movie and Union Pacific		3
/29/2010		2	Need more new movies	I order on line and pick up	3
/29/2010		ding books 3 ake home	I like being able to research books at other branches and have them shipped in		2
/29/2010	<b>⊘</b>	If tee times 1	No info.		0
/29/2010		3			3 always
/29/2010		3			3
1/29/2010		3			3
/29/2010	frie	o use 2 nds okstore		<b>(</b> )	2
1/29/2010		3		V	3
/29/2010		2			2
1/29/2010		1	I came from a town of 20,000 people (in FL) with a much better collection		0 I had no questions for them
1/29/2010		2	Waiting lists too long		3
1/29/2010		3		$\mathbf{\nabla}$	3
1/29/2010		3	We need more audio books	We need more books on the shelves.	3 Greatest
1/29/2010		2	More books and DVDs please	V	2
1/29/2010		2			3

Date Reval 1 N B A M D N M S C P & S S O Use For	# 3 # 3 Comment	# # # # 4 Comment	# 5 # 5 Comment
NoneofThes. Socialize Socialize StudyMork. AdultProgra TeenldProgra ChildProgra UseCompute Magazines. Newspaners Newspaners NusicCDs AudiscCDs Aud		Not Loo No Yes	
1/29/2010	3	<b>Z</b> (())	3
1/29/2010	3		3
1/29/2010	3		3
1/29/2010	3		3
1/29/2010	3 I love this library	<b>/                                    </b>	3 They are great
1/29/2010	3	Books need to be recycled more quickly	3
1/29/2010	3		3
1/29/2010	3 Need more copies of best sellers - very long waits for books		3 Where are the old regular employees? Some of the newer ones need more training
1/29/2010	2	<b>Ø</b>	3
1/29/2010	2		3
1/29/2010	2	V	3 Very pleasant and upbeat
1/29/2010	2 Could have better more tow style design books too much country better cook books		1 Constantly (a young woman) Loud! This is a place for concentration and some of the new staff use it for loud chatting and giggling.
1/29/2010	2 It would be nice if you got flying mag plane and pilot mag any other aviation	:	3
1/29/2010	3		0 10 months to get book best and brightest
1/29/2010	2		2
1/29/2010	3		3
1/29/2010	2		2

Date Rovd	Use For  Note Note Note Note Note Note Note Note	#3#3(	Comment	# ## # 4 Comment	# 5	# 5 Comment
<u> </u>	Use For NoneofThes. Socialize Study/Work AdultProgra TeenProgra ChildProgra ChildProgra ChildProgra DiseCompute Magazines Magazines MusicCDs AudioBooks Books AudioBooks Not Regular < 1/month 1/week	***************************************		A Not Loo		
1/29/2010		be (vi	ore copies of est sellers illagers are aders!)		3	The staff here is great very helpful
1/29/2010		3		<b>V</b>	3	
1/29/2010		2			3	
1/29/2010		2			3	
1/29/2010		3		<b>X</b>	3	N 100 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (
1/29/2010		2			3	
1/29/2010		2			2	
1/29/2010		3	A-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1		3	
1/29/2010		3	nonessantas (1417)		3	
1/29/2010		3			3	
1/29/2010		1 S	lim selections	<b>V</b>	2	
1/29/2010		3			2	
1/29/2010		2			3	.,
1/29/2010		3		<b>V</b>	3	
1/29/2010		3		V	3	\.\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
1/29/2010		2		<b>V</b>	3	
1/29/2010		3 V	ery courteous	pretty much up to date	3	
1/29/2010		2		Ø	2	
1/29/2010		s	ot good election. No orders for most book (new)	<b>Y</b>	3	
1/29/2010		2			3	
1/29/2010		2	h <sub>a</sub> 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		3	
1/29/2010			nore books needed		2	
1/29/2010		3			3	

Date Revd	TENSOR Use For #	3 # 3	Comment	# # # # 4 Comment	# 5 #	5 Comment
	# NameofThes. Socialize Socialize ShudvMork. AdultProgra. TeenProgra. ChildProgra. ChildProgra. UseCompute. Magazines. Mewspapers. DVDs. AudioBooks. Books. Books. Not.Regular. < 1/month. 1/week.  1-3/week.			# 4 Comment # 4 Not Loo		
1/29/2010			Very limited supply		3	
1/29/2010		3			3	
1/29/2010	Inspirational novels	0			3	
1/29/2010	VIII VIII IIII III	3		<b>Y</b> (1)	3	
1/29/2010		3			3	
1/29/2010		2		<b>V</b> (1)	2	
1/29/2010		3		<b>9</b>	3	
1/29/2010		4	not many DVD's		3	Very helpful, polite staff
1/29/2010		3			3	100 to
1/29/2010		3		V	3	
1/29/2010		3		<b>7</b>	3	,,
1/29/2010		3		used compute only	er 3	
1/29/2010		3			3	very, very, competent and nice staff, good work!
1/29/2010		3		<b>X</b>	3	
1/29/2010		3			3	
1/29/2010		2	but we need more new books and a better selection		3	
1/29/2010	book check out	2		<b>Y</b>	3	

2 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3	#3 Comment # # # 4 Comment # 5 # 5 Comment
meo. ciali ciali lultp l	No. No.
(The seek	t.Lo
22. 22. 23. 23. 23. 23. 24. 25. 26. 27. 27. 27. 27. 27. 27. 27. 27. 27. 27	

#### Total Surveys 134

#### 1. How often do you visit the library?

Total One to three times	24	Percent Total Surveys	18%
Total At least once	69	Percent Total Surveys	51%
Total Less than once	22	Percent Total Surveys	16%
Total Not on regular basis	16	Percent Total Surveys	12%

#### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	128		Percent Total Surveys	96%	
Total Audio Books	19		Percent Total Surveys	14%	
Total Music CDs	9		Percent Total Surveys	7%	
Total DVDs	16		Percent Total Surveys	12%	
Total Newspapers	11		Percent Total Surveys	8%	
Total Magazines	17		Percent Total Surveys	13%	
Total Use Computer	20		Percent Total Surveys	15%	
Total Attend Child Program	1\$	0	Percent Total Sur	veys	0%
Total Attend Teen Program	S	0	Percent Total Sur	veys	0%
Total Attend Adult Program	ns	7	Percent Total Sur	veys	5%
Total Study or Work Space		8	Percent Total Sur	veys	6%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		2	Percent Total Sur	veys	1%

## 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.35 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	120	Percent Total Surveys	90%
Total Question 4 No	4	Percent Total Surveys	3%
Total Question 4 Not Look Today	2	Percent Total Surveys	1%

#### 5. The library staff was responsive to my needs.

Average # 5 2.75 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## Villages Library 6-10

Date Revd 6 Compone 6 Comp	Size	Clea	Furi	Соп	8	Comment	Male	Female	Und.	18-	95-29	56+	Additional comments
Date Revide Comment  7 Other Comment  7 Teen  7 Child  6 None  6 Summer  6 Compute  6 Compute		Cleanlines	Furniture	Computers			.0	ale	Under 18	0 A	55 20		
1/7/2010	1	3	3	3	3			V	<b>?</b> [		JE	] 🐼	There are so many people that use the library that I go to Wildwood library because I can always find what I want there.
1/8/2010	0	0	0	(	0			[]			][		
1/8/2010	2	2	2	2	2			<b>~</b>	<b>V</b>			<b>V</b>	
1/11/2010	1	3	3		1	Never enough computers; too small to carry a large number of books (inadequate selection).		~	<b>V</b>				
1/11/2010	3	3	3		3			V				) ( <u>v</u>	Shortage of books available for size of population. Perhaps could increase leasing of books.
1/13/2010	2	3	3		2			~	<b>(</b>			] 🗸	)
1/25/2010	3	3	3		3		V					] <b>/</b>	
1/21/2010	3	3	3		2			V	V			] 🛂	
1/21/2010	2	2	2		0			<b>V</b>	<b>(</b>			] 🗸	]
1/21/2010	2	2	2		2			V	V				}
1/29/2010	2	2	2		2			V	~			J	]
1/29/2010	C	) 0	0		0			*Angelows**					In an area where there is a population of older people, it is surprising that there are so few Large Pring books. Fore someone who is visually challenged I am almost through your stack. Is it possible to extend this section?
1/29/2010	1	1 2	. 1		2	It's a very sterile environment and not conducive to coming in, relaxed reading very utilitarian decorating. The Rec Ctrs are nicer.						(	See above. The library should be more like The Villages Rec Ctrs. It is a very sterile environment and not conducive to sitting and staying-no joy!!!

Date Rcvd 6None 6Summer 6Child	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
1/29/2010	3	3	3	2	no more space for more computers	V			] [	][		<b>V</b>	
1/29/2010	1	2	2	2	Just need more space and more books!		~	Y	][	] [		<b>V</b>	
1/29/2010	1	3	1	2	See below	A POSTORIA P	<b>✓</b>	<b>V</b>				<b>Y</b>	The Library was a great addition to The Villages, but during peak hours it could be larger to accommodate patrons.
1/29/2010	2	2	2	0			7	V		)[		Z	, , , , , , , , , , , , , , , , , , , ,
1/29/2010	2	2	2	2		V			][			V	
1/29/2010	1	3	2	0			V					V	
1/29/2010	3	3	3	3		<b>(</b>					) [	V	More comprehensive books for the authors. There are only 1 or 2 few books for each author. Many libraries have bigger selections.
1/29/2010	2	2	2	2	I do not use the computers	~	E		][_	][	][]	~	
1/29/2010	3	3	3	(		~		][				~	
1/29/2010 🗆 🗆 🗆 🗆 🗸 🗆 🗆 🗆 🗆	2	2	2	2			<b>Y</b>		1	JE	][	Z	
1/29/2010	1	2	2			<b>V</b>						<b>V</b>	Every town we've ever lived has had far larger, better equpped libraries than we are given by Sumter County.
1/29/2010	2	: 3	0	• (	)			3 5					Since I reserve my books on the internet access, I would love to be able to have an "inactive" program to hold my reserves in my account when I go on vacation As it is now, I lose my selections while I'm gone if they become available. Prescott, AZ has this program in their computer accounts! It's wonderful.

Date Revd 6None 6Summer 6Child 6Summer	Size	Cleanlines	Furniture	Computers	Comment	Male	Female	Under 18	ιŀ	25-39	40-55	56+	Additional comments
1/29/2010	2	3	3	0			V					<b>\</b>	I always find a book to take out. They always reserve books for me (very useful). Check out is easy and people are friendly.
1/29/2010	2	2	2	2			[			][	)[		I enjoy working on the puzzles that are set up in the FL room. I enjoy visiting the room with books and puzzles for sale by friends of the library.
1/29/2010	1	0	2	2			V	<b>7</b> S	<b>Z</b>				It would be beneficial to have a buffer between check-out and computers. It is very disconcerting to hear the banter between the customers and the personnel while working on the computer.
1/29/2010	1	3	2	0		manahar d	Name of the last o	Vanious	<b>Z</b> ) [				It is difficult to find all the books I want to read in large print, whichis why I purchased a kindle. It would be helpful if you could sell magnifier sheets. I haven't been able to find them anywhere.
1/29/2010	2	2	2	2	Microfilm readers would be a nice addition			<b>/</b> ) [	<b>7</b>	D [.	][	] <b>Y</b>	
1/29/2010	3	3	2	2	**************************************	[	,	<b>/</b> [	<b>V</b>	][		•	)
	2	3	3	0	Something to angle books on bottom shelf needed		) proming	<b>/</b> ] [	<b>V</b>	7	doman	Control of the Contro	More space in Library would allow for more complete series of writers to be kept in stacks with new books having more shelf space in front of Library.
1/29/2010	1	3	3	0	Would like to see a larger selection of books.		) [	<b>y</b> ] {	<b>y</b> )[	100			
1/29/2010	3	3	3	2		V	<u>)</u> [	(		][	](		
1/29/2010	2	3	2	2		V	3 [					V	

70ther 70ther 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	Other Comment S.	Cleanlines	Furniture	Computers	8Comment	Male	`` []	Under 18	18-24	25-39	40-55	56+	Additional comments
1/29/2010	2	3	2	2		<b>V</b>						<b>Y</b>	Hope you expand some day.
1/29/2010	2	2	2	0			<b>~</b>	<b>Y</b>		[		V	
1/29/2010	2	3	3	2			~	<b>V</b>	Tamas II				I would like to see more large print books and a larger inventory of audio books. The staff at the library are very helpful and pleasant. It's a pleasant atmosphere.
1/29/2010	3	3	3	3			V	V			] [	<b>V</b>	
1/29/2010	2	3	3	3		<b>V</b>			] [			<b>V</b>	
1/29/2010	2	3	3	1		Y				] [		<b>Y</b>	The personnel at the Library are all so pleasant and eager to help!!
1/29/2010	2	2	2	0				[				<b>V</b>	Your personnel are very helpful and friendly.
1/29/2010	2	2	2	O	}		V	~				<b>Y</b>	
1/29/2010	1	3	2	C	)		<b>\tag{}</b>	V	Table 1	][	]{	<b>Y</b>	Usually order books and especially audio books online and pick up at Library. Often find other books to read while there but never find audio books which I prefer because of the eye problems.
1/29/2010	More CD's and 2 DVD's	2 2	2	2	2	<b>\</b>			JC		- Control	} 🗸	Book sale store is great. Increase your CD and DVD collection by a wide margin.
1/29/2010	2	2 3	3	(	)		<b>V</b>	) [ <b>v</b>		JC		<b>V</b>	Many thanks to a super staff. Want more non-fiction, but love fiction, too.
1/29/2010	(	3 3	3		3			1		][			Too many conservative books, the non-fiction area has very few progressive books.
1/29/2010		1 3	3 2	! (	3		Y	) [ <b>v</b>	<b>?</b> ][	1[		Y	The Library needs to be larger. It needs more parking spaces. Staff is very nice.
1/29/2010	Book Discussion	2 3	3 3	3	2		V	] [9	<u> </u>	][			

Date Rcvd	6Compute 6Teen 6Summer 6Child	6None	7Teen 7Child	70ther 7Compute 7Adult	Other Comment	Size	Cleanlines	Furniture	8	Comment	Male	- 11	18-24 Under 18	25-39	40-55	56+	Additional comments
1/29/2010	onno	<b>Y</b>				2	3	2	1			<b>v</b>	<b>y</b> [	][	][]	V	
1/29/2010		<b>V</b>				2	2	2	0			<b>v</b>	<b>V</b>			<b>V</b>	
1/29/2010						1	2	2	0	I'm used to a larger library- sorry		~	<b>V</b>	][		<b>(</b>	
1/29/2010						2	3	3	3			V	<b>?</b>			V	Thank you!
1/29/2010		<b>V</b>				0	3	0	0			~	<b>V</b>	][	][]	V	We use for taking out books.
1/29/2010		<b>V</b>				3	3	3	2			V	<b>V</b>			V	100 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
1/29/2010						2	2	3	2			V	<b>Y</b> ][				none
1/29/2010		<b>y</b>				3	3	3	0			~	<b>Y</b>		10	<b>y</b>	
1/29/2010					Travel and Cultural programs	1	2	2	2	The population is growing and we need a larger collection plus more travel resources							I find the Library is a babysitter for afterschool care. It also has teens who hang out and make out, make fun of and use foul language. Time to get control of the premises. Having no adult programs at the Villages location is absurd.
									•		["]	ا	(6)	) E	····		
1/29/2010		<b>'</b>				2	3	3	2		١	<b></b>	iX.J			Y	
1/29/2010	60001 E3 10009 E1							0									
V						0	0	,	0						][	<b>V</b>	
1/29/2010					Does not apply yet. We are still snowbirds.	0	0	0	0		.,,					] <b>[</b>	
1/29/2010 1/29/2010 1/29/2010	0000				We are still	0 3 2	0	0 3 2	0	Need a bigger Library	.,,					] <b>[</b>	
1/29/2010 1/29/2010 1/29/2010 1/29/2010			00 00		We are still	0 3 2 2	0 3 3	0 3 2 3	0 3 2								
1/29/2010 1/29/2010 1/29/2010 1/29/2010			00 00		We are still	0 3 2 2	3 3 3	0 3 2 3	0 3 2 0 2								Most librarians there are very attentive and helpful beyond the call of duty.
1/29/2010 1/29/2010 1/29/2010 1/29/2010 1/29/2010					We are still	0 3 2 2	3 3 3	0 3 2 3 3	0 3 2 0 2								Most librarians there are very attentive and helpful beyond the call of duty.
1/29/2010 1/29/2010 1/29/2010 1/29/2010 1/29/2010					We are still	0 3 2 2 2 3	0 3 3 3 3	0 3 2 3 3	0 3 2 0 3 3	Library							Most librarians there are very attentive and helpful beyond the call of duty.  I'm a constant reader and this library has great variety. The people who staff it as well as the volunteers are super!

Date Rcvd	6Summer 6Child	6Тееп	6Compute	6Adult	6None	7Child	7Teen	74AnIt	70ther	70ti	her	Com	ment	Size	Cleanlines	Furniture	Computers	Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
1/29/2010		e control					record	, some		, cannot				1	2	2	2									Given the small physical space, perhaps books from other branches could circulate to this branch's shelves. I know one borrow from other branches, but to do so one has to know what specific item is desired (no shelf browsing).
1/29/2010					V									2	3	3	3		V	<u> </u>					Y	The due by period is too short. It should be at least 3 weeks.
1/29/2010		) [ <u>]</u>		1	V									2	3	3	3			~	] 🗸		][_	The state of the s	V	I would love to have a Library Branch near where I live in The Villages near 466A
1/29/2010		] []		0						J				1	2	1	0	Too few chairs- but there is no room for more	<b>\times</b>	lanua		a constant				A friendly staff, but limited resources. And patrons are not encouraged to make suggestions for new books. I have friends sho do not donate good, resent books because they will just be sold by the Library Friends group.
1/29/2010			Imm		V	***************************************								1	0	3	0	do not use computers so-		V			1 (			Seems more space needed takes too long getting best sellers- waited as long as 6-7 weeks before getting the book even though I've made the request to buy and planning myself what should be one of the first on waiting list???? On the other hand they almost always get the books I ask for. That's mch appreciated.
1/29/2010		][	][	] [	V	j								2	3	3	0				/ V	9	JĽ	][	<b>V</b>	
1/29/2010			][			Ĭ.,								3	3	3	3	More books would be good.		) [¥		? [ [		][	<b>\</b>	Books should be loaned out for 3 weeks nor 2. We lead a busy lifestyle here at The Villages.

70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	Other Comment S.	Cleanlines	Furniture	Computers	Comment	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comments
,20,20,10 p	Summer children's 2 programs for visiting grandchildren	2	2	2	troom			When I tried to register my granddaughter for a summer library children's program. I was told that the event was restricted to local children only.
I/29/2010 □□□□□□☑□□	2	3	3	2	Ī			The Villages Library small but adequate-staff is very helpful. Easy to request books from other libraries.
1/29/2010	3	3	3	3		V		
1/29/2010	3	3	3	0		<b>V</b>		<u> </u>
1/29/2010	3	3	3	3		<b>Y</b>		1
1/29/2010	2	2 3	3	2		<b>V</b>		•
1/29/2010 DDDDD <b>V</b> DDDD	3	3	3	3				
1/29/2010 [] [] [] [] [] [] [] [] [] [] [] [] []	2	2 3	2	2		<b>V</b>		1
1/29/2010	3	3	3	3				
	Classes on the New 3 Windows 7 would be good!	3 3	3	2	Very nice facility - may need to be bigger as the Villages grows	V		It apears that some parents are using the Library as an after school "baby sitting" service. Teens loiter outside, public by displaying inappropriate affection- kissing, fondleing, etc. They trash the area - coke cans, etc. Not the responsibility of library staff to "police" these kids.
1/29/2010 □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□	•	1 3	0	3				I would like to see the bottom book shelf in the fiction section eliminated as it is so difficult to see and pick up the books for older people.
	1	2 3	0	0	aisle where the			<b>/</b>
1/29/2010					most current books are, could spot lights be installed on opposite wall?			

Date Revd 6None 6Summer 6Child 6Compute 6Child 6Ch	omment Size	Cleanlines	Furniture	Computers	Comment	Male	Female	Under 18	18-24	25-39	30+ 40-55		dditional comments
1/29/2010 Speakers	s 2	2	2	2	Due to the older age of patrons - a musty smell is developing. Constant air freshner is a must.		~						This library has been a source of help and pleasure for me. Thank you.
1/29/2010	3	3	3	2								/	
1/29/2010	2	2	2	2	Easier method for computer check in use system like book check out you have gone step backwards	<b>\times</b>						<b>Z</b> ]	
1/29/2010	1	2	2	2			Y	V				Y)	
1/29/2010	3	3	3	0		<b>V</b>						<b>/</b>	
1/29/2010	2	2	0	2		havened to	V	) <b>(</b>			The state of the s	<b>y</b> ]	Would appreciate changing the loan time of books to 3 weeks instead of 2. Not sure what programs are offered for adults so would like better information on that.
1/29/2010	1	2	1	1	We need a larger facility. Villages frequent the library more often then average population	A Company	<b>Y</b>	<b>'</b>	The state of the s		The state of the s	<b>V</b>	The staff here is wonderful, but I am certain that for its size this library is used more often than others of equal size. Therefore, we need a larger facility and more books.
1/29/2010	3	3	3	3			V	/ <b>/</b>				<b>V</b>	I live the Villages library!
1/29/2010	2	2	2	0			V	<u> </u>	1			V	
1/29/2010	2	2 2	2	0			V	<b>'</b> [ <b>'</b>				✓	Would like to see a larger selection of new books.
1/29/2010	3	3	3	0	,	[	V	<u> </u>				<b>v</b>	
1/29/2010	2	2 2	2	0			V	/ V				V	
1/29/2010	1	1 3	3	0	Have read most of the books of interest to menow request books from other libraries in the system.			/ V	<b>1</b> C.			Y	more books would reduce need to request material from other libraries.
1/29/2010	2	2 2	2	2		V	1 E		][			✓	

Date Revul Comment of the Revul Comment of the Revul Compute of The Revul Comment of The Revu	Size	Cleanlines	Furniture	8Comment	Male	Female	Under 18	18-24	25-39	10 55	Additional com	ments
1/29/2010 □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□	1	0	3	0		V					Insufficient su inspirational n reading mater spaced reserv just these sele so people can them easily ar quickly. Exam Karen Kingbu books	ovels- ial and red for ections find and ple:
1/29/2010	2	0	3	2		V	/ /				<b>y</b>	
1/29/2010	3	3	3	3		Ş	/ <b>/</b>			_][	Very happy w your library.	ith
1/29/2010	1	2	2	0	V		J			<b>y</b> ) [	The reading reshould not be for private me by groups!	used
1/29/2010	3	3	3	3		(	/ /		[] į	] [•	✓ We are pleas have the facil our home.	ed to ity near
1/29/2010	2	3	3	2	<b>V</b>	C					<b>v</b>	
1/29/2010	3	3	3	0		5	7 🗸				✓	···
1/29/2010	2	3	2	2	V	£.						
1/29/2010	1	0	0	2	V						The reading r may need a f more comfort chairs.	ew
1/29/2010	2	3	3	2		and or o				<b>V</b>	My husband the library computers a sometimes be own laptop to the free wirel high speed ir We have dial home. I alwa a book check and we have good use of t DVD movies we had grandchildrer an elderly pa visiting. We I mile from the and I was thr when it open Staff is alway helpful and the a good select material for lithis size.	lot. I ring my use ess ternet. up at yes have led out made he when and rent ive 1 Library illed led. It is nere is tion of
1/29/2010	3	3	3	0 don't use - home comp	have	] [	<b>Y</b>   [v	20			Keep up the Work"!	"Great

Date Rcvd Comment    Date Rcvd   Compute	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	ł	25-39	40-55	56+	Additional comments
1/29/2010	3	3	3	3		V	<u>[</u>	][	][	][]	Total Control	Z	I visit it a mo which I believe would be an average for many
1/29/2010	0	0	0	0				][	][_				
1/29/2010 New books!	1	0	0	0	too small for the size of Villages- you must expand!	<b>(</b>			pather's			<b>V</b>	I'm a retired professional who read at least 2-3 books per week- the present library is much too small. We have to expand - the present workers are excellent - polite, etc. Library is clean, etc.
1/29/2010	2	3	3	0	NAZA NA		V	7 5	<b>Z</b> [	][_		<b>y</b>	Very convenient - staff excellent

Date Rcvd 6 Compute 6 Compute 6 Compute 6 Compute 6 Compute 6 Child 6	Size	Cleanlines	Furniture	Computers	Comment	Male	Female	Under 18	ı l	10 01	25-20	40-55	56+	Additional comments
1/29/2010	3	3	3	0			ý		30	] [			<b>y</b>	
1/29/2010	0	3	3	3	and the second s	<b>V</b>		] [.	][				<b>~</b>	
1/29/2010	1	3	2	4	nothing for the blind-no tapes- no players	(market)	V						V	Does not meet the minimum of new releases - not enogh audio books or a variety of DVD's-lots of parking-too small library for the number of people living in the area.
1/29/2010	3	0	3	3	I like the cozy atmoshere		V		/				V	
1/29/2010	2	2	0	2		V	[	][	][				<b>v</b>	NA 1/200
1/29/2010	3	3	3	2			V	95	/				Y	
1/29/2010	1	2	2	0		<b>V</b>		][					<b>V</b>	notify books are ready for pickup by email.
1/29/2010 CCCC V CCCCC	1	3	3	2		<b>V</b>			] [				<b>Y</b>	
1/29/2010	3	3	3	3			V	35	/				<b>v</b>	
1/29/2010	2	3	0	0		V	1 [	][	]	}			V	
1/29/2010	1	2	1	1				/ (	<b>/</b>				<b>✓</b>	book ordering rule (only books older than one year) is a bummer.
1/29/2010	2	3	3	3		Ľ	1 5	/ 5	<b>/</b>				<b>v</b>	
1/29/2010	1	2	3	0	You need more room for more recent books.	Waster and the second	S							The library needs to expand and circulate more newly published books. The staff is excellent! I prefer the large print books andthere aren't as many newer editions.
1/29/2010	1	3	2	0			] [	/	<b>y</b>				~	
1/29/2010	2	3	3	2			] [	<b>Z</b> ] [	<b>V</b>					Sumter County library system is great. I have been visiting since a child, probably at least 20 years and now my children love checking out the books.
1/29/2010	1	3	2	1		E	] [	<b>/</b>	Y				] 🗸	and a second of a half of a half of a half of the second o
1/29/2010 □ □ □ □ □ □ □ □ □ □ □	3	0	3	0			] [		✓				<b>y</b>	

Computers Furniture Cleanlines Size Cleanlines 70ther 70ther 77child 6None 6None 6None 6Summer 6Child 6Child	8Comment Male Additional comments  No. 18-24  Wale Male
--	---

## Total Surveys 134

# 6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0%	
Total #6 Summer Reading Program	0	Percent Total Surveys 0%	
Total #6 Teen Programs Events	0	Percent Total Surveys 0%	
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%	
Total #6 Adult Programs Events	4	Percent Total Surveys 3%	
Total #6 None of These Programs	119	Percent Total Surveys 89%	,

# 7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys	1%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	22	Percent Total Surveys	16%
Total #7 Computer Classes/Workshops	12	Percent Total Surveys	9%
Total #7 Other	1	Percent Total Surveys	1%

#### 8. Please rate your satisfaction with the physical facility of this library:

Average Size	1.93	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Cleanliness	2.43	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.27	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1.41	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

#### Please tell us about yourself.

Are you:	Total Male	40	Percent Total Surveys	30%
	Total Female	87	Percent Total Surveys	65%

#### How old are you?

Total Under 18	1	Percent Total Surveys	1%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	5	Percent Total Surveys	4%
Total 56+	121	Percent Total Surveys	90%

## Wildwood Public Library 1-5

NoneofThes. Socialize. Shidv/Work. AdultProgra. TeenProgra. ChildProgra. UseCompute. Magazines. Mewspaners. Newspaners. DVDs. AudioBooks. Books. Books. Not.Regular. < 1/month L/week. 1-3/week. 1-3/week.	# 3 # 3 Com	U. U. U. U.	<u> </u>
1/6/2010	3		3

#### Total Surveys 1

#### 1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	0%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	1	Percent Total Surveys	100%
Total Not on regular basis	0	Percent Total Surveys	0%

#### 2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1		Percent Total Surveys	100%	6
Total Audio Books	0		Percent Total Surveys	0%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	0		Percent Total Surveys	0%	
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	0		Percent Total Surveys	0%	
Total Use Computer	0		Percent Total Surveys	0%	
Total Attend Child Progra	ms	0	Percent Total Sur	veys	0%
Total Attend Teen Program	ns	0	Percent Total Sur	veys	0%
Total Attend Adult Progra	ms	0	Percent Total Sur	veys	0%
Total Study or Work Spac	e	0	Percent Total Sur	veys	0%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		0	Percent Total Sur	veys	0%

# 3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## 4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	0	Percent Total Surveys	0%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

### 5. The library staff was responsive to my needs.

Average #5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

## Wildwood Public Library 6-10

Date Reva	1 8 8 9 8 8 8 7 7 7 7 7 7 7 70ther	Comment Size Size	Mas Po Un 18 256 Additional comments
1/6/2010		3 3 3	

#### Total Surveys 1

# 6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children I	Programs Events	0	Percent Total Sur	rveys	0%
Total #6 Summer F	Reading Program	0	Percent Total Sur	rveys	0%
Total #6 Teen Prog	grams Events	0	Percent Total Sur	rveys	0%
Total #6 Computer	Classes/Workshops	0	Percent Total Sur	rveys	0%
Total #6 Adult Pro	grams Events	0	Percent Total Su	rveys	0%
Total #6 None of T	hese Programs	1	Percent Total Su	rveys	100%

# 7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	0	Percent Total Surveys 0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #7 Other	0	Percent Total Surveys 0%

#### 8. Please rate your satisfaction with the physical facility of this library:

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers		3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

#### Please tell us about yourself.

Are you:	Total Malc	0	Percent Total Surveys	0%
	Total Female	1	Percent Total Surveys	100%

#### How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	1	Percent Total Surveys 100%

# Facilities Maintenance Helpdesk Survey Report January of 2010

Requestor	Work Order#	Additional Comments	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
Hall, Mary Ann	WRQ-02246		Good	Excellent	Excellent	Excellent	Excellent	1/13/2010	Lamar Sowell
Hunt, Susan	WRQ-02207	E	Excellent	Excellent	Excellent	Excellent	Excellent	1/7/2010	Robert Tharney
Taylor, Amanda	02221	Freddie and Robert Rushing came out to process this workorder.	Excellent	Excellent	Excellent	Excellent	Excellent	1/7/2010 Fred	die Fudge & Robert Rushing